



TOWN OF HANOVER
550 HANOVER STREET, SUITE 103
HANOVER, MASSACHUSETTS 02339
781-826-5000 ext. 1032

Janet Tierney
Director
Public Affairs

TO: Bulletin Boards at Town Hall, Library, Schools, DPW, Council on Aging, Police and Fire Departments, and Town of Hanover Website

FROM: Janet Tierney, Director of Public Affairs

DATE: September 21, 2022

NOTICE OF VACANCY

TECHNICAL SUPPORT (Part-Time, Evenings)

The Town of Hanover is looking to fill **two (2)** Part-Time Technical Support positions to oversee and maintain the efficient support of the Town's Board and Committee hybrid format **evening** meetings, (remote and in person). The successful candidate will have the ability resolve technical issues and will also support meetings by having the ability to diagnose and troubleshoot common problems with, among other things, sound, video, recording and or connectivity with skill and accuracy.

Essential Duties and Responsibilities

Prepare facilities prior to meetings and events including audio and video set up, lighting, podium/sound set up as needed, broadcasting, facilitating zoom break out rooms or executive sessions as needed, pre-meeting trial run, post meeting tech shut down, broadcast and meeting/webinar ended, and facility shut down and secured. Monitor and offer general tech support and guidance to the various Boards, Committees and Commissions for Zoom meetings and webinars - at times multiple meetings and or webinars simultaneously. Facilitate presentations. Facilitate question and answer sessions. Assist Town Manager's Office as needed. Collaborates with other staff to research and resolve problems and to notify Director of Public Affairs of any repairs or needed replacement of defective products. Assist in the production of a monthly Town Newsletter. Other duties may be assigned as deemed necessary. Attached is a complete job description.

Education/Experience

High School Degree. Drivers License. Prior Experience in Community or Government Media is preferred. Knowledge of video editing software and related programs (Zoom, Apple productions, Google Apps, Adobe Suite, FCPX and Editshare). Video production, technical problem-solving skills, writing skills and non-linear creation skills.

The rate of pay is \$25.00 an hour. Hours per week will vary depending upon the meeting schedules. The deadline for application is October 5, 2022; or until the position is filled. Please submit a resume and application to Ann Lee, HR Director, Town of Hanover, 550 Hanover Street, Hanover, Massachusetts 02339 or e-mail: ann.lee@hanover-ma.gov. (Posted 9-21-22).

The Town of Hanover is an Affirmative Action, Equal Opportunity Employer.

Town of Hanover

Job Description

Job Title: Technical Support (Part-Time - Evenings)
Department: Public Affairs
Reports To: Director of Public Affairs
FLSA Status: Non-Exempt
Prepared By: Janet Tierney/Ann Lee
Approved By: Joe Colangelo

SUMMARY

The Technical Support position oversees and maintains the efficient support of Board/Committee meetings. The Technical Support position will have the ability to resolve technical issues and will also support meetings by having the ability to diagnose and troubleshoot common problems with skill and accuracy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This job description may be updated in accordance with the Selectmen's Policy 07-01 and the Town Manager Act. Other duties may be assigned as deemed necessary.

- Prepare facilities prior to evening meetings and events, including audio and video set up, lighting, podium/sound set up as needed, broadcasting, facilitating executive sessions and Zoom break out rooms as needed, pre-meeting trial run, post meeting tech and lighting shut down, broadcast and meeting/webinar ended, and facility secured
- Monitor and offer general tech support and guidance to the various Boards, Committees and Commissions for Zoom meetings and webinars - at times multiple meetings and or webinars simultaneously
- Facilitate presentations
- Facilitate question and answer sessions
- Coordinate with the Director of Public Affairs on scheduling Zoom Meetings and or Webinars
- Assist Town Manager's Office as needed
- Ability to analyze, troubleshoot, diagnose and resolve technical problems including problems with, among others, lighting, video, sound, recording and connectivity.
- Maintaining system functionality by testing computer components prior to meetings
- Collaborates with other staff to research and resolve problems and to notify the Director of Public Affairs of any repairs or necessary replacements of defective equipment.
- Maintains knowledge of technology innovations and trends.
- Working knowledge and expertise with a variety of software, hardware, and applications, including Zoom Meetings and Zoom webinars.
- Assist in the production of a monthly Town Newsletter.

Supervisory Responsibilities

None

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The successful applicant must:

- complete a successful criminal background investigation.
- be available and of a legally qualified age to work at night without adult supervision
- be proficient in operating Zoom platform meetings and webinars
- be proficient in using a computer, as well as in the use of Power Point software
- have excellent communication skills both verbally and written
- have the ability to work independently and also as part of a cooperative team
- have and maintain a valid MA driver's license and reliable vehicle to get to meetings and complete work-related tasks
- have excellent interpersonal and customer service skills.
- be proficient with or the ability to quickly learn an array of computer hardware and software.

Qualifications that are not required but would be a plus:

- Prior Experience in Community or Government Media
- Knowledge of video editing software and related programs (Apple productions, Google Apps, Adobe Suite, FCPX and Editshare)
- Video Production, writing skills and non-linear creation skills

Education and/or Experience

GED or High School Diploma.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of residents, Board, Committee or Commission Members, or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to define problems and to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Independent Action

Incumbent functions independently within a broad scope of established department policies and procedures; generally refers problems to supervisor only when clarification of department policies may be required.

Interrelationships

Functions performed require the ability to communicate somewhat complex information with other employees, insured, agents, and others outside the organization under conditions where basic understanding or sensitivity is required to promote and maintain relationships.

Manual Skills

Responsibilities require application of manual skills for lengthy portions of time where accuracy is critical.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software; Word Processing software, and Presentation software (PowerPoint), and Zoom Meetings and Webinars.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 25 pounds.

Working Hours

This is a part-time position and is expected to work up to twelve (12) hours per week. Hours will vary from week to week depending on meeting schedules. Additional hours may be authorized by the Director of Public Affairs when necessary.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. There are prolonged periods of sitting at a desk and working on a computer.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)

ACKNOWLEDGEMENT

The above statements are intended to describe the general nature and level of work being performed by this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

I acknowledge that I have read this job description. I understand the responsibilities assigned to this position. I certify that I can perform these functions.

Employee Signature

Date

Director of Public Affairs Signature

Date

H.R. Director Signature

Date

Town Manager Signature

Date

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer